



Chandler Regional Medical Center is a 210-bed, acute care, not-for-profit community hospital in Chandler Arizona providing innovative and exceptional healthcare to East Valley residents. Services offered include cardiovascular, emergency care, maternal child services, wound healing, cancer treatment, diabetes treatment, and diagnostic services, among others. The hospital is part of **Catholic Healthcare West (CHW)**, one of the largest healthcare systems in the West with 42 hospitals in Arizona, California and Nevada.

The hospital faced a problem gathering critical-time-sensitive data that the Finance department required to help better manage the revenue environment. They were using a tool provided by their current HCIS vendor to download data at month end. This process was slow and cumbersome, taking between 8-10 hours just to download the data into an Access database. The IT staff would launch the report at day end (cross their fingers) and go home hoping it would not blow-up. Many times they would come in the next day to find that the report had failed for a variety of reasons. Over time, these problems became more and more severe, to the point where it was becoming very difficult for the Finance department to do their job effectively.

The hospital chose a product called **OpenGate** from the Westwood, MA firm, **Blue Elm**, to help resolve the problem. From the initiation of discussions with Blue Elm the entire process took less than one month to go live. Downloading the financial data has become streamlined, reliable, and efficient. The OpenGate product has been running successfully for over one year and there have been zero problems. The IT staff can observe the product while it is running (about 3 hours) and can see the progress every step of the way. They have referred to the success as “going from a horse and buggy to a BMW.” They have stated that the OpenGate product exceeded expectations in every measurable way.

Blue Elm is an 11 year old company, serving over **450 MEDITECH facilities**, that specializes in extracting data directly out of MEDITECH health care information systems.